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COMMERCIAL EQUIPMENT RETURN POLICY

COMMERCIAL EQUIPMENT RETURN POLICY AND 100% ORDER ACCURACY GUARANTEE

Espresso Parts is proud to offer a 100% accuracy guarantee. If Espresso Parts makes a mistake on your order, Espresso Parts will cover the shipping costs to correct the mistake. In order to qualify for the 100% accuracy guarantee, orders must be transmitted via the website on EspressoParts.com or EspressoParts.com.

Espresso Parts's expert technicians will work diligently with you to help determine which parts you may need to order but Espresso Parts does not take responsibility for remote diagnostics or orders transmitted verbally. All recommendations on parts and procedures are made without any guarantees.

All commercial equipment sales final. Website purchase at EspressoParts.com for commercial equipment is typically not eligible for return or exchange. Espresso Parts has the right to waive finality of orders and will assess a minimum 10% restocking fee and \$350 flat fee to cover return freight shipping for heavy weight equipment.

HOW TO REQUEST AN EXCHANGE OR RETURN

Website purchases at EspressoParts.com for commercial equipment purchased is typically not eligible for return or exchange. Espresso Parts has the right to waive finality of orders for and will assess a minimum 10% restocking fee and \$350 flat fee to cover return freight shipping for heavy weight equipment.

Machines authorized for return must be received in 'New' condition in original packaging. 'New' product is an item that has NOT been removed from its box and used. All items, components, manuals, and packing materials must be in its original packaging. The product must NOT be functionally or cosmetically damaged in any way. You must first obtain a Return Merchandise Authorization (RMA) number from us for your exchange or return to be accepted.

All returned equipment is subject to a minimum 10% restocking fee and \$350 flat fee to cover return freight shipping. Additional cleaning, refurbishment, and replacement packaging fees may be charged as follows:

1. 10% Restocking Fee: Equipment returned in closed box condition. No power. No water.
2. 20% Restocking Fee: Equipment return in open box condition.

3. Equipment received beyond the above-noted condition with any usage or damage is not returnable, and we will contact you to send the equipment back.
4. All restocking fees will be assessed and applied based on the sole discretion of EspressoParts.com.
5. If your equipment arrives in new, closed box condition, we will refund your original payment method less other restocking fees, original shipping & handling costs, and return freight shipping fees for heavy equipment.

Contact us via email (info@espressoparts.com) Let us know why you'd like to return the machine—we'll help you determine if there is an exchange that will better suit your needs. We will send an RMA email to you with detailed instructions on exchanging or returning your merchandise. Please read the email in its entirety and take care to properly prepare your machine for return. This can help avoid additional charges assessed to your return.

Note: Equipment that has been modified or customized is not eligible for return.